

# UTILITY PATENT APPLICATION TRANSMITTAL (Large Entity)

(Only for new nonprovisional applications under 37 CFR 1.53(b))

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## TO THE ASSISTANT COMMISSIONER FOR PATENTS

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Washington, D.C. 20231

Transmitted herewith for filing under 35 U.S.C. 111(a) and 37 C.F.R. 1.53(b) is a new utility patent application for an invention entitled:

A METHOD FOR ADAPTING A K-MEANS TEXT CLUSTERING TO EMERGING DATA

and invented by:

William Scott Spangler

If a **CONTINUATION APPLICATION**, check appropriate box and supply the requisite information:

Continuation     Divisional     Continuation-in-part (CIP) of prior application No.: \_\_\_\_\_

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Enclosed are:

### Application Elements

1.  Filing fee as calculated and transmitted as described below
2.  Specification having 30 pages and including the following:
  - a.  Descriptive Title of the Invention
  - b.  Cross References to Related Applications (if applicable)
  - c.  Statement Regarding Federally-sponsored Research/Development (if applicable)
  - d.  Reference to Microfiche Appendix (if applicable)
  - e.  Background of the Invention
  - f.  Brief Summary of the Invention
  - g.  Brief Description of the Drawings (if drawings filed)
  - h.  Detailed Description
  - i.  Claim(s) as Classified Below
  - j.  Abstract of the Disclosure







specific help desk operator. Additionally, this system provides a helpdesk dataset of problems and solutions which other help desk operators can access when offering potential solutions to users.

Free form computer helpdesk datasets consist primarily of short text descriptions, composed by the helpdesk operator for the purpose of summarizing what problem a user had and what was done by the helpdesk operator to solve that problem. A typical text document (known as a problem ticket) from this data consists of a series of exchanges between an end user and an expert helpdesk advisor.

For example, one problem ticket may read as follows: "1836853 User calling in with WORD BASIC error when opening files in word. Had user delete NORMAL.DOT and had the user reenter Word. The user was fine at that point. 00:04:17 ducar May 2:07:05:656P". This problem ticket begins with the unique identification number, which is followed by a brief identification of the user's problem, the solution offered, the help desk operators name or identification symbol, and a date and time stamp.

Problem tickets may include only of a single symptom and resolution pair, as in the above example, or the problem tickets may span multiple questions, symptoms, answers, attempted fixes, and resolutions, all pertaining to the same basic issue. Problem tickets are opened when the user makes the first call to the helpdesk and are closed when all user problems documented in the

first call are finally resolved in some way. Helpdesk operators enter problem tickets directly into the database. Spelling, grammar and punctuation are inconsistent. The style is terse and the vocabulary very specialized. Therefore, the contents of the help desk dataset are not very useful for answering future  
5 problems because the data is not easily searched, categorized, or indexed.

In co-pending U.S. Patent Application 09/542,859, incorporated herein by reference, one solution to the foregoing problem involves mining helpdesk datasets for "problem resolution nuggets". In other words, this solution finds those problem tickets that describe both the symptoms of a problem and how the  
10 helpdesk operator solved that problem. Such problem resolution nuggets can then be utilized to create solution documents to put on a web site, or to create automated knowledge bases that can diagnose the user's problem automatically and suggest a corrective action.

With such a system, helpdesk problem tickets may be classified using a  
15 K-means algorithm for the month of January. Subsequently, there may be a need to reuse this-classification in the month of February. It is assumed that the underlying classes in the dataset have not changed drastically between January and February, but certain small changes could have taken place. For example, new kinds of problems may have been introduced that necessitate new classes  
20 being created to represent them.



The clustering of the first documents in the first dataset forms a first dictionary of most common words in the first dataset and generates a first vector space model by counting, for each word in the first dictionary, a number of the first documents in which the word occurs, and clusters the first documents in the first dataset based on the first vector space model, and further generates a second vector space model by counting, for each word in the first dictionary, a number of the second documents in which the word occurs.

Creation of the centroid seeds includes classifying second vector space model using the first document classes to produce a classified second vector space model and determining a mean of vectors in each class in the classified second vector space model, the mean includes the centroid seeds.

The invention also includes a method of clustering documents in datasets which form a second dictionary of most common words in the second dataset, generating a third vector space model by counting, for each word in the second dictionary, a number of the second documents in which the word occurs, and clustering the documents in the second dataset based on the second vector space model to produce a second dataset cluster, wherein the clustering of the second documents in the second dataset using the centroid seeds produces an adapted dataset cluster and, the method further including comparing classes in the adapted dataset cluster to classes in the second dataset cluster, and adding classes to the adapted dataset cluster based on the comparing.



The invention can also include a system for clustering documents in datasets including a storage having a first dataset and a second dataset, a cluster generator operative to cluster first documents in the first dataset and produce first document classes, and a centroid seed generator operative to generate centroid seeds based on the first document classes, wherein the cluster generator clusters second documents in the second dataset using the centroid seeds.

### **ADVANTAGES OF THE INVENTION**

One advantage of the invention lies in the ability to identify new emerging concepts in a succeeding dataset while retaining those concepts that carry over from a previous dataset.

### **BRIEF DESCRIPTION OF THE DRAWINGS**

The foregoing and other objects, aspects and advantages will be better understood from the following detailed description of a preferred embodiment of the invention with reference to the drawings, in which:

- 15       Figure 1 is a flowchart illustrating one embodiment of the invention;
- Figure 2 is a schematic architectural diagram of one embodiment of the invention; and
- Figure 3 is a hardware embodiment for implementing the invention.

**DETAILED DESCRIPTION OF PREFERRED  
EMBODIMENTS OF THE INVENTION**

In the following description it is assumed that an initial text dataset, T1 (e.g., January helpdesk data), is classified first, followed by a new, but related text dataset, T2 (e.g., February helpdesk data) which should be classified similarly, but should also be indexed to highlight emerging trends.

Referring now to the drawings, Figure 1 is a flowchart illustrating a first aspect of the invention and Figure 2 is a schematic diagram of the functioning elements of this embodiment of the invention. In item 100, the invention begins by generating a first dictionary 206, D1, of frequently used words from dataset T1 200 using a dictionary generator 204. The most frequently occurring words in the corpus make up the dictionary. This reduced set of words will be used to compose a simple description of each document in the corpus. The number of words to be included in the dictionary is a user specified parameter.

Then, the vector space model generator 210 counts, for each word in the first dictionary D1 206, the number of documents in which the word in question appears, to produce a T1-D1 vector space mode 212. In item 102, by counting the occurrences of dictionary words in documents of dataset T1, the invention generates a matrix of non-negative integers where each column corresponds to a word in the dictionary and each row corresponds to an example in the text corpus.

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Next, in item 106, for the second text dataset T2 202, the vector space model generator 210 generates a T2-D1 vector space model 214, by counting, for each word, the number of documents in the second dataset T2 202 in which the word in the D1 dictionary 206 appears. Following that, in item 108, the classifier 218 classifies the documents in the T2-D1 vector space model 214 by finding for each document in T2 202, the nearest centroid (based on the K-classes of the T1-D1 cluster 224) to that document using the distance metric (e.g., Cosine) from item 104. In other words, the invention classifies the documents within the T2 data 202, using the classes produced during the generation of the T1-D1 cluster 224 to make the clustering of the T2 data 202 similar to the clustering on the T1 data 200, as explained in greater detail below.

A second dictionary D2 208 is generated by the dictionary generator 204 in item 110 based on the most frequently occurring terms in dataset T2. Since the most frequently occurring terms may differ between the first dataset 200 and the second dataset 202, it is important to recompute the dictionary for dataset T2.

The vector space model generator 210 then, in item 112, creates a T2-D2 vector space model 216 based on, for each word in the D2 dictionary 208, the number of documents in T2 202 in which the words in the D2 dictionary 208 appear.

A centroid seed generator 220 then creates centroid seeds based on the mean of each of the classes from the T2-D1 vector space model 214 as classified





valuable concepts then the user might next try  $J=10$ , and so on until  $J$  was set large enough to create some spurious clusters.

The invention can be implemented, for example, as a computer program, written in the Java programming language and running on top of the Java virtual machine. An implementation which uses random sampling to throw away the poorest seeds is described below.

```
package com.ibm.cv.text;

import java.io.*;
import java.util.*;
import java.awt.*;
import com.ibm.cv.*;

public class AddClusters {
    public int numToAdd = 0;
    public int originalSize = 0;
    public KMeans k;
    public static int numAdditional = 1 0;

    //Given a KMeans clustering this method will add the given
    //number of clusters to it.

    public AddClusters(KMeans x, int added) {
        numToAdd = added;
        k = x;
        originalSize = k.nclusters;
        int numseeds = k.nclusters + numToAdd;
        k.nclusters = numseeds;
        seeds = new float[numseeds] [];

        for (int i=0; i<originalSize; i++) // add the original centroids to the new
            centroid list seeds[i] = k.centroids[i];

        for (int i=0; i<(numToAdd+numAdditional); i++) { //create a set of potential
            centroids int e = (int)(k.ndata*Math.random());
```

```

float pseed[] =k.getData(e);
potentialSeeds.addElement(pseed);
}

5   getGoodSeeds(); // eliminate bad centroids and iteratively and put the remainder
      // in the seeds array
k.centroids = seeds; // reset the centroids of the KMeans object
k.run(); // run KMeans

10  }

public void getGoodSeeds() {
    //iteratively remove the worst candidate seed until only the best candidates
    remain.
15   for (int i=0; i<numAdditional; i++)
        replaceWorstSeed();

    for (int i=originalSize; i<k.nclusters; i++)
        seeds[i] = (float[])potentialSeeds.elementAt(i-originalSize);
20  }

public void replaceWorstSeed() {
    int pos = findWorstSeed();
    potentialSeeds.removeElementAt(pos);
25  }

public int findWorstSeed() {
    // returns the seed with the lowest data membership count.
    int counts[] = new int[potentialSeeds.size()];
30

    for (int i=0; i<k.ndata; i++) { //count the number of data elements going
        to each seed
        int s = findNearestSeed(i)-originalSize;
        if (s>=0) counts[s]++; //ignore data elements that go to the original
35        centroids
    }

    int result = Util.min(counts);
    return(Util.findPosition(result, counts));
40
}

```



```

public int findNearestSeed(int d) {
    int best = -1;
    float bestval = 1.0F;
    // first check the new candidate centroids
5   for (int i=0; i<potentialSeeds.size(); i++) {
        float pseed[] = (float[])potentialSeeds.elementAt(i); // pseed =
            PotentialCentroid
        float val = k.getDistance(d,pseed); // calculate distance between point
            d and pseed
10   if (val<bestval) {
            best = i+originalSize;
            bestval = val;
        }
    }
15   // then check the old centroids
    for (int i=0; i<originalSize; i++) {
        float val = k.getDistance(d,k.centroids[i]); // calculate distance between d
            and original centroid
        if (val<bestval) {
20   best = i;
            bestval = val;
        }
    }
    // return the best centroid.
25   return(best);
}

```

While the overall methodology of the invention is described above, the invention can be embodied in any number of different types of systems and executed in any number of different ways, as would be known by one ordinarily skilled in the art. For example, as illustrated in Figure 3, a typical hardware configuration of an information handling/computer system in accordance with the invention preferably has at least one processor or central processing unit (CPU) 300. For example, the central processing unit 300 could include various image/texture processing units, mapping units, weighting units, classification

units, clustering units, filters, adders, subtractors, comparators, etc. Alternatively, as would be known by one ordinarily skilled in the art given this disclosure, multiple specialized CPU's (or other similar individual functional units) could perform the same processing, mapping, weighting, classifying, clustering, filtering, adding, subtracting, comparing, etc.

The CPU 300 is interconnected via a system bus 301 to a random access memory (RAM) 302, read-only memory (ROM) 303, input/output (I/O) adapter 304 (for connecting peripheral devices such as disk units 305 and tape drives 306 to the bus 301), communication adapter 307 (for connecting an information handling system to a data processing network) user interface adapter 308 (for connecting peripherals 309-310 such as a keyboard, mouse, imager, microphone, speaker and/or other interface device to the bus 301), a printer 311, and display adapter 312 (for connecting the bus 301 to a display device 313). The invention could be implemented using the structure shown in Figure 3 by including the inventive method, described above, within a computer program stored on the storage device 305. Such a computer program would act on an image supplied through the interface units 309-310 or through the network connection 307. The system would then automatically segment the textures and output the same on the display 313, through the printer 311 or back to the network 307.

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## CLAIMS

What is claimed is:

- 5 1. A method of clustering documents in datasets comprising:  
clustering first documents and a first dataset to produce first document  
classes;  
creating centroid seeds based on said first document classes; and  
clustering second documents in a second dataset using said centroid seeds.
- 10 2. The method in claim 1, wherein said first dataset and said second dataset  
are related.
3. The method in claim 1, wherein said clustering of said first documents in  
15 said first dataset comprises:  
forming a first dictionary of most common words in said first dataset;  
generating a first vector space model by counting, for each word in said  
first dictionary, a number of said first documents in which said word occurs; and  
clustering said first documents in said first dataset based on said first  
20 vector space model.

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4. The method in claim 3, further comprising generating a second vector space model by counting, for each word in said first dictionary, a number of said second documents in which said word occurs.

5 5. The method in claim 4, wherein said creating of said centroid seeds comprises:

classifying said second vector space model using said first document classes to produce a classified second vector space model; and

10 determining a mean of vectors in each class in said classified second vector space model, wherein said mean comprises said centroid seeds.

6. The method in claim 4, further comprising:

forming a second dictionary of most common words in said second dataset;

15 generating a third vector space model by counting, for each word in said second dictionary, a number of said second documents in which said word occurs; and

clustering said documents in said second dataset based on said third vector space model to produce a second dataset cluster.

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7. The method in claim 6, wherein said clustering of said second documents in said second dataset using said centroid seeds produces an adapted dataset cluster and said method further comprises:

5 comparing classes in said adapted dataset cluster to classes in said second dataset cluster; and  
adding classes to said adapted dataset cluster based on said comparing.

8. A system for clustering documents in datasets comprising:

10 a storage having a first dataset and a second dataset;  
a cluster generator operative to cluster first documents in said first dataset and produce first document classes; and

a centroid seed generator operative to generate centroid seeds based on said first document classes,

15 wherein said cluster generator clusters second documents in said second dataset using said centroid seeds.

9. The system in claim 8, wherein said first dataset and said second dataset are related.

10. The system in claim 8, further comprising:  
 a dictionary generator adapted to generate a first dictionary of most  
 common words in said first dataset; and  
 a vector space model generator adapted to generate a first vector space  
 5 model by counting, for each word in said first dictionary, a number of said first  
 documents in which said word occurs,  
 wherein said cluster generator clusters said documents in said first dataset  
 based on said first vector space model.
- 10 11. The system in claim 10, wherein said vector space model generator  
 generates a second vector space model by counting, for each word in said first  
 dictionary, a number of said second documents in which said word occurs.
12. The system in claim 11, further comprising a classifier adapted to classify  
 15 said second documents in said second vector space model using said first  
 document classes to produce a classified second vector space model and adapted  
 to determine a mean of vectors in each class in said classified second vector space  
 model, wherein said mean comprises said centroid seeds.

13. The system in claim 11, wherein:

said dictionary generator is adapted to generate a second dictionary of most common words in said second dataset,

said vector space model generator is adapted to generate a third vector space model by counting, for each word in said second dictionary, a number of said second documents in which said word occurs, and

said cluster generator is adapted to cluster said second documents in said second dataset based on said third vector space model to produce a second dataset cluster.

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14. The system in claim 13, wherein said cluster generator is adapted to produce an adapted dataset cluster by clustering said second documents in said second dataset using said centroid seeds and said system further comprises:

a comparator adapted to compare classes in said adapted dataset cluster to classes in said second dataset cluster and add classes to said adapted dataset cluster based on said comparing.

15. A method of clustering documents in a first dataset having first documents and a related second dataset having second documents, said method comprising:

clustering said first documents to produce first document classes;  
generating a vector space model of said second documents;



classifying said vector space model of said second documents using said first document classes to produce a classified vector space model; and

determining a mean of vectors in each class in said classified vector space model to produce centroid seeds; and

5 clustering said second documents using said centroid seeds.

16. The method in claim 15, wherein said vector space model comprises a second vector space model and said clustering of said first documents in said first data comprises:

10 forming a first dictionary of most common words in said first dataset; and

generating a first vector space model by counting, for each word in said first dictionary, a number of said first documents in which said word occurs,

wherein said clustering of said first documents in said first dataset is based on said first vector space model.

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17. The method in claim 16, wherein said generating of said second vector space model comprises counting, for each word in said first dictionary, a number of said second documents in which said word occurs.

18. The method in claim 17, further comprising:  
forming a second dictionary of most common words in said second  
dataset;  
generating a third vector space model by counting, for each word in said  
5 second dictionary, a number of said second documents in which said word occurs;  
and  
clustering said documents in said second dataset based on said third vector  
space model to produce a second dataset cluster.
- 10 19. The method in claim 18, wherein said clustering of said second documents  
in said second dataset using said centroid seeds produces an adapted dataset  
cluster and said method further comprises:  
comparing classes in said adapted dataset cluster to classes in said second  
dataset cluster; and  
15 adding classes to said adapted dataset cluster based on said comparing.
20. A method of clustering documents in related datasets comprising:  
forming a first dictionary of most common words in a first dataset;  
generating a first vector space model by counting, for each word in said  
20 first dictionary, a number of said first documents in which said word occurs; and



22. The method in claim 21, wherein said clustering of said second documents in said second dataset using said centroid seeds produces an adapted dataset cluster and said method further comprises:

5 comparing classes in said adapted dataset cluster to classes in said second dataset cluster; and  
adding classes to said adapted dataset cluster based on said comparing.

23. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform said method of clustering  
10 documents in datasets comprising:

clustering first documents and a first dataset to produce first document classes;  
creating centroid seeds based on said first document classes; and  
clustering second documents in a second dataset using said centroid seeds.

15 24. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform said method in claim 23, wherein said first dataset and second dataset are related.

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25. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform said method in claim 23, wherein said clustering of said first documents in said first dataset comprises:

- forming a first dictionary of most common words in said first dataset;
- 5 generating a first vector space model by counting, for each word in said first dictionary, a number of said first documents in which said word occurs; and
- clustering said first documents in said first dataset based on said first vector space model.

10 26. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform said method in claim 25, further comprising generating a second vector space model by counting, for each word in said first dictionary, a number of said second documents in which said word occurs.

15 27. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform said method in claim 26, wherein said creating of said centroid seeds comprises:

- classifying said second vector space model using said first document
- 20 classes to produce a classified second vector space model; and

determining a mean of vectors in each class in said classified second vector space model, wherein said mean comprises said centroid seeds.

28. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform said method in claim 26, further comprising:

forming a second dictionary of most common words in said second dataset;

generating a third vector space model by counting, for each word in said second dictionary, a number of said second documents in which said word occurs; and

clustering said documents in said second dataset based on said third vector space model to produce a second dataset cluster.

29. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform said method in claim 28, wherein said clustering of said second documents in said second dataset using said centroid seeds produces an adapted dataset cluster and said method further comprises:

comparing classes in said adapted dataset cluster to classes in said second dataset cluster; and

adding classes to said adapted dataset cluster based on said comparing.

5 30. A program device readable by machines, tangibly embodying a program of instructions executable by the machine to perform a system for clustering documents in datasets comprising:

a storage having a first dataset and a second dataset;

a cluster generator operative to cluster first documents in said first dataset

10 and produce first document classes; and

a centroid seed generator operative to generate centroid seeds based on said first document classes,

wherein said cluster generator clusters second documents in said second dataset using said centroid seeds.

15

**METHOD FOR ADAPTING A K-MEANS TEXT CLUSTERING TO  
EMERGING DATA**

**ABSTRACT**

5 A method and structure for clustering documents in datasets which include  
clustering first documents and a first dataset to produce first document classes,  
creating centroid seeds based on the first document classes, and clustering second  
documents in a second dataset using the centroid seeds, wherein the first dataset  
and the second dataset are related. The clustering of the first documents in the  
first dataset forms a first dictionary of most common words in the first dataset and  
10 generates a first vector space model by counting, for each word in the first  
dictionary, a number of the first documents in which the word occurs, and clusters  
the first documents in the first dataset based on the first vector space model, and  
further generates a second vector space model by counting, for each word in the  
first dictionary, a number of the second documents in which the word occurs.  
15 Creation of the centroid seeds includes classifying second vector space model  
using the first document classes to produce a classified second vector space model  
and determining a mean of vectors in each class in the classified second vector  
space model, the mean includes the centroid seeds.

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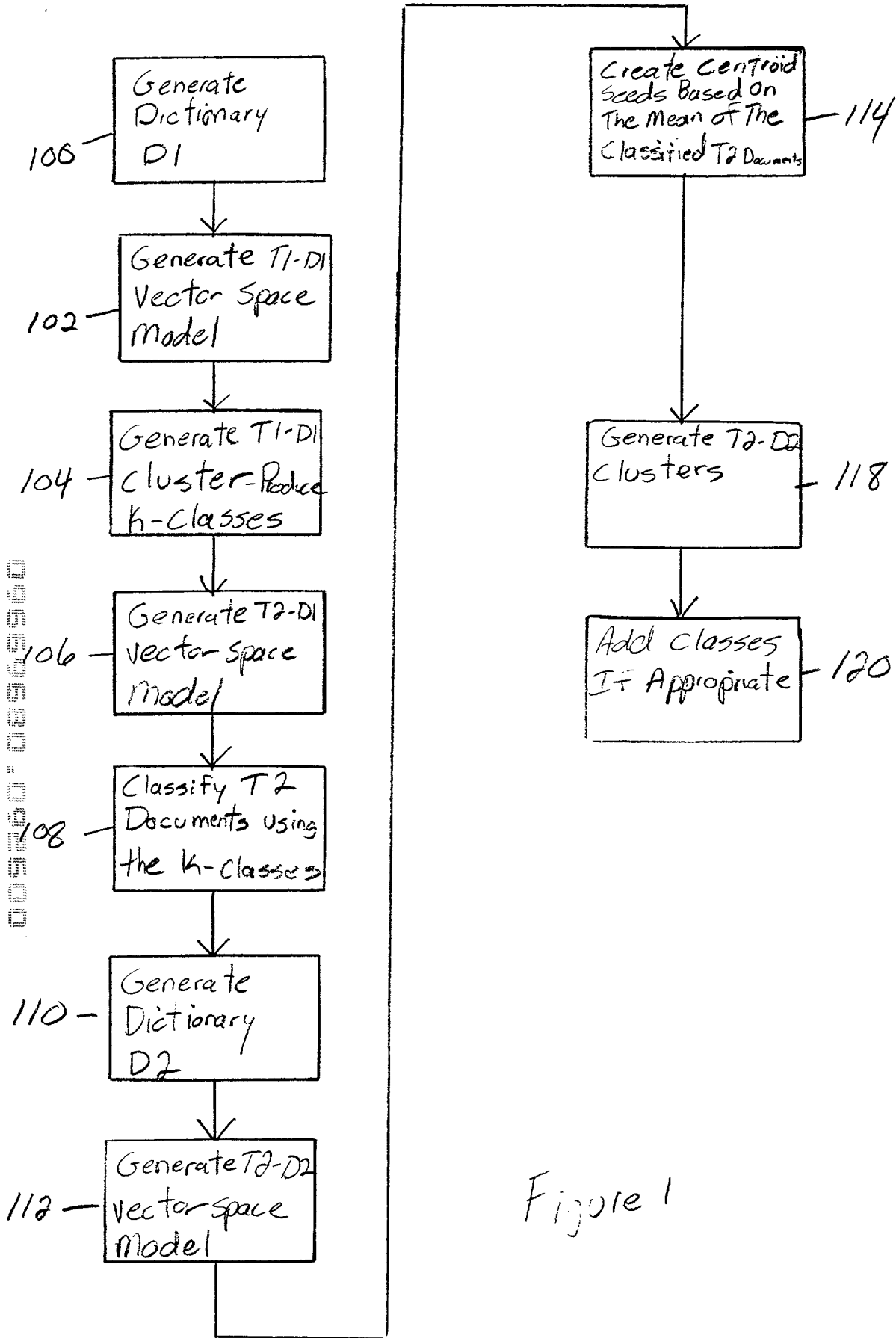


Figure 1

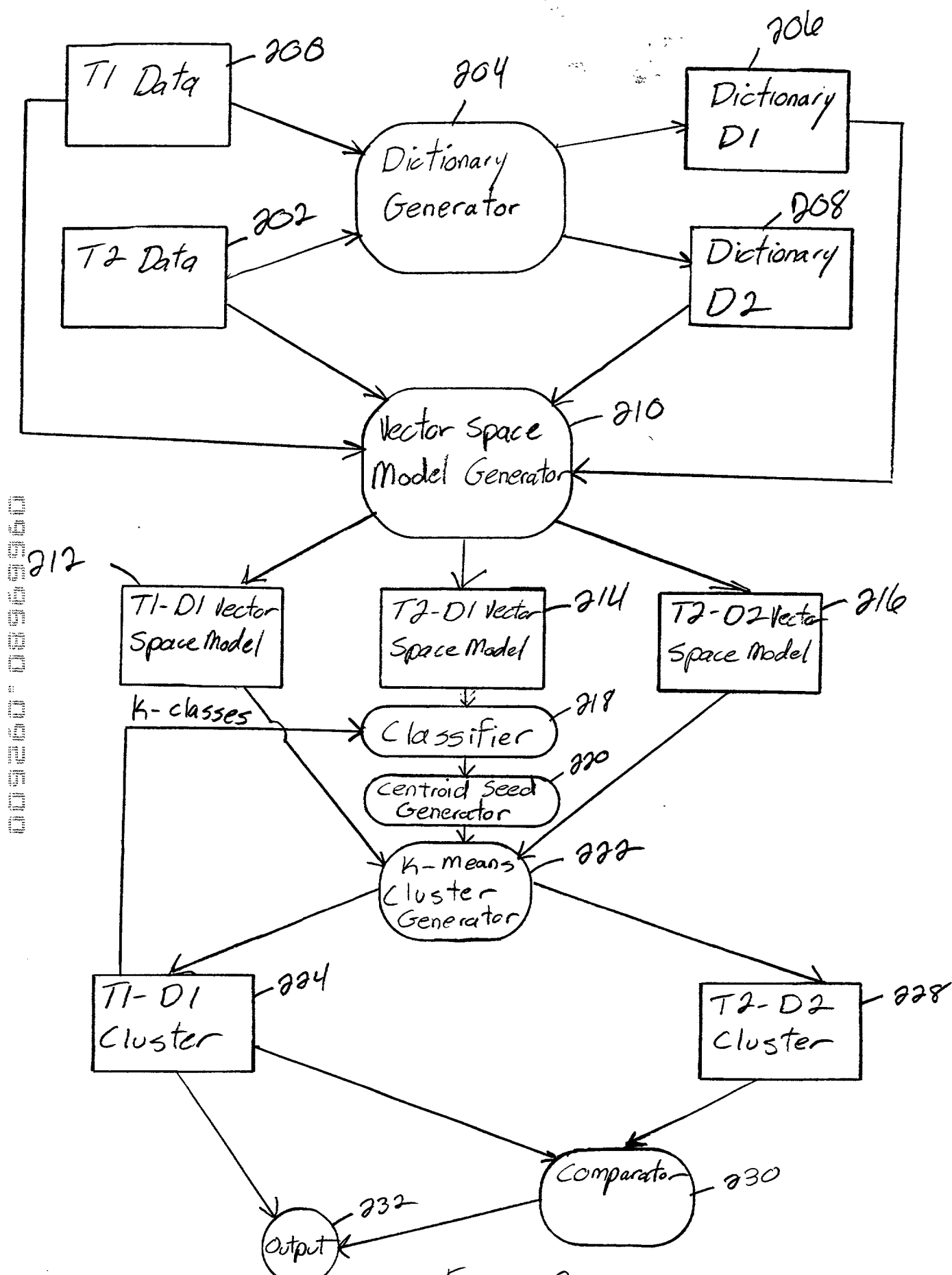


Figure 2

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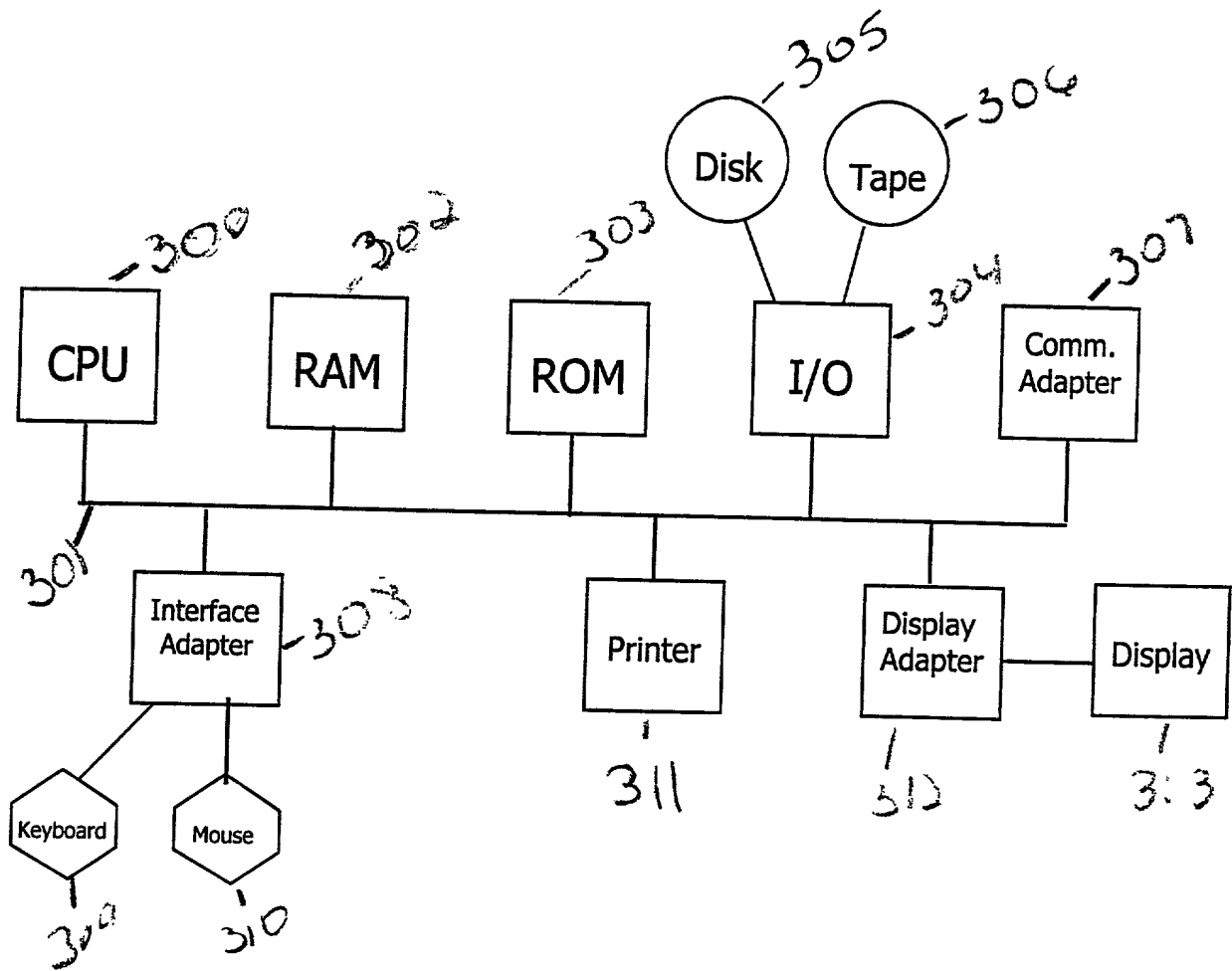


Figure 3

## DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name; I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: A METHOD FOR ADAPTING A K-MEANS TEXT CLUSTERING TO EMERGING DATA

the specification of which:  
(check one)

is attached hereto.

was filed on \_\_\_\_\_, as Application Serial No. \_\_\_\_\_ and was amended on \_\_\_\_\_.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, § 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s):

Number	Country	Day/Month/Year	Priority Claimed
I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, § 1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:			

Prior U.S. Applications:

Serial No.	Filing Date	Status
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.		

As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith: We hereby appoint Khanh Q. Tran, Registration No. 41,352, Thomas R. Berthold, Registration No. 28,689, Marc McSwain, Registration No. 44,929, Alison D. Mortinger, Registration No. 39,306, Frederick W. Gibb, III, Registration No. 37,629, and Sean M. McGinn, Registration No. 34,386 to prosecute this application and transact all business in the United States Patent and Trademark Office connected therewith.

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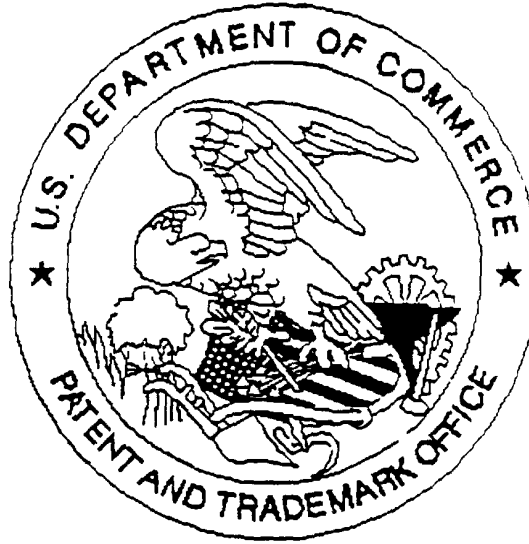
Date: 9/11/00

Residence: 12840 Stevens Court, San Martin, CA 95046

Citizenship: USA

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